

**CITY OF KEWAUNEE  
WATER & SEWER UTILITY  
DEFERRED PAYMENT ARRANGEMENT**

**Name on Account:** \_\_\_\_\_ **Service Address:** \_\_\_\_\_  
**Account No.:** \_\_\_\_\_ **Telephone No.:** \_\_\_\_\_

**Total Amount in Arrears:** \_\_\_\_\_

In order to receive or continue to receive water and sewer service without the requirement of making immediate full payment of the outstanding amount as shown above, I agree to the following terms for payment of outstanding amount.

\$ \_\_\_\_\_ Down-payment due at signing of agreement. *Not to be less than 1/3 of the amount in arrears.*

<i>Payment Due Date</i>	<i>Agreed Amount Due</i>	<i>Date Paid</i>	<i>Balance due on this Agreement</i>	<i>Notes</i>

Such installments are **in addition to the amount of any current sewer and water bills and/or late fees** and must be paid promptly as agreed above by the dates listed. \_\_\_\_initial

Checks not covered by sufficient funds will be considered default of this payment agreement and your water will be shut off until the entire balance is paid in full, including a \$35.00 reconnection fee plus any applicable NSF check fees. \_\_\_\_initial

A late or missed payment will cause your agreement to go into default. Once in default, the entire past due balance will become due or your service will be disconnected. If your service is disconnected, it shall be reconnected only upon payment of **all past due charges and reconnection fees**. A deposit may also be required to ensure payment of future bills. \_\_\_\_initial

**RIGHT OF APPEAL**

**If you are not satisfied with this agreement, DO NOT SIGN IT. You have the right to suggest a different payment agreement. If you and the utility cannot agree to terms, you can ask the Public Service Commission to review the disputed issues. If you sign this agreement, you agree that you owe the amount due under this agreement. Signing this agreement does not affect your responsibility to pay for your current service. Allowing any bill for current service to become delinquent places you in default of this agreement.** \_\_\_\_initial

\_\_\_\_\_  
**Customer Signature** **Date**

This agreement is accepted by City of Kewaunee, Water & Sewer Utility this \_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_.

\_\_\_\_ PSC 185.38 Fact Sheet Provided  
 \_\_\_\_ Down-payment received

\_\_\_\_\_  
**Water & Sewer Utility Representative** **Date**

## CITY OF KEWAUNEE UTILITY POLICY

Effective Date: 11/20/2015

### UTILITY BILLS

Utility bills are mailed to customers bi-monthly (January 1, March 1, May 1, July 1, September 1 & November 1)

Bills are due the 20<sup>th</sup> day of the month in which they are issued.

Payment Options:

- In person at City Hall, 401 Fifth Street. After hours drop box available to right of front doors.
- By mail to: City of Kewaunee, 401 Fifth Street, Kewaunee, WI 54216
- By credit card, debit card, or e-check through the city's website.
  - Go to [www.cityofkewaunee.org](http://www.cityofkewaunee.org) and click on Pay Utility Bill

### RESPONSIBILITY FOR PAYMENT

**Customers will continue to be responsible for payment of service until they call to cancel service or another customer applies for service.**

### COLLECTION SCHEDULE

Any balance due after the 20<sup>th</sup> of the month in which the bill is mailed (January 20, March 20, May 20, July 20, September 20 and November 20) will incur a 1% late charge. To avoid the late charge, payment must be received at City Hall (not postmarked) by the 20<sup>th</sup>. Past due bills will be issued at this time.

Balance remaining after the 20<sup>th</sup> of the month, as described above, will be considered delinquent.

### **Delinquent Bill Service Disconnection Process:**

- On, or about, the 30<sup>th</sup> of the month in which the bill is mailed (see dates above), a **10-day disconnection notice** will be mailed to the customer and the landowner (if applicable). Payment of the delinquent amount in full, **or at least 1/3 of the delinquent amount due plus a Deferred Payment Agreement\* for the balance**, must be **received** at City Hall (not postmarked) by 4:30 p.m. on the day before the disconnection date listed on the disconnection notice.
- If timely payment is not received as described above, a **24-hour disconnection notice** will be delivered to the service address, in the form of a door hanger. Payment of the delinquent amount in full, **or at least ½ of the delinquent amount due plus a Deferred Payment Agreement\* for the balance**, must be received at City Hall (not postmarked) by 10:00 a.m. on the required payment date listed on the door hanger.
- If timely payment is not received as described above, **service will be disconnected** on the day listed on the door hanger. Reconnection of service requires payment of the delinquent amount in full plus a \$35.00 reconnection charge.. Reconnections take place between the hours of 8:00 a.m. and 4:00 p.m. Monday-Thursday and 8:00 a.m. and 10:00 a.m. on Fridays only. For payments received after 4:00 p.m., reconnection of service will take place the following business day.

### **\*DEFERRED PAYMENT AGREEMENT**

If you are a residential customer and, for some reason, you are unable to pay the full amount of the water utility service arrears on your bill, you may contact the water utility to discuss payment arrangements to pay the arrears over an extended period of time. Customers may set up a Deferred Payment Agreement at any time after receiving a bill.

This payment agreement will require:

1. Payment of at least 1/3 of the delinquent amount (or ½ during the 24-hour disconnection period) due at the time the arrangement is made.
2. Payment of the remainder of the outstanding balance in installments over a reasonable length of time (not to exceed 3 months)
3. Payment on all future water & sewer utility in full by the due date (new bills will not be added on to the end of the payment arrangement schedule).

**NOTE: If you do not pay installments as agreed in the Deferred Payment Agreement, the Utility may disconnect your service, and is not required to negotiate a subsequent payment agreement prior to disconnection.**

We encourage any customer who is unable to pay the bill in full to complete a Deferred Payment Agreement immediately upon receiving the bill. Doing so allows the customer to pay over time, and notifies the utility that payment can be expected on a specific date(s).